01 / BEFORE THE SWITCH

Business SIM-Only Switching Checklist

Use with your line inventory, written provider instructions and approved IT procedures. Complete for each rollout wave; keep detailed per-line records separately.

Organisation / rollout coordinator / wave reference

Proposed transfer dates / provider / inventory location

Check Contracts and Numbers

- [ ] Match each number to its account holder, authorised administrator, user or function and current provider.
- [ ] Obtain written line-level term dates and leaving charges. Check device payments, shared allowances and partial-account changes separately.
- [ ] Confirm the proposed tariff, full charges, VAT, price-change terms, allowances, roaming and support in the written quote.
- [ ] Agree the PAC process, number list, code scope and expiry, submission requirements and expected transfer window with the providers.
- [ ] Reconcile retained number, user, new SIM or eSIM record and temporary number. Use a second authorised check where practical.

Verify Devices and Prepare Users

- [ ] Check exact device model, software, lock status, SIM format and required features. Confirm supported eSIM activation and recovery steps.
- [ ] Pilot representative devices, working locations and business tasks. A temporary-number test does not prove a later port.
- [ ] Identify SMS authentication and recovery dependencies. Rehearse an IT-approved alternative without disabling authentication.
- [ ] Give users setup instructions, required tests and a support route accessible without the affected phone.
- [ ] Record pilot failures and named owners. Approve the wave only when critical requirements are resolved and contingencies are agreed.

02 / TRANSFER, TEST AND CLOSE

Verify Each Line. Then Close the Wave.

Test the connection, retained number and employee work access separately for each line.

Transfer and Validate

- [ ] Submit the approved number list through the agreed provider process. Do not independently cancel lines you intend to retain.
- [ ] Test incoming calls and outgoing caller identity. Send and receive SMS; test an approved authentication workflow separately.
- [ ] Turn off Wi-Fi for the mobile-data test. Check work apps, voicemail, approved tethering and other required features.
- [ ] Record per-line results and user acceptance. Log failures with impact, owner, case reference, next action and next update.

Resolve Exceptions and Close

- [ ] Pause later waves for repeated critical failures. Use approved alternatives; an old SIM does not necessarily reverse a completed port.
- [ ] Reconcile final old-provider and first new-provider bills. Check add-ons, unused services and device payments separately.
- [ ] Update the inventory and support records. Handle old SIMs and activation material under approved procedures; assign the next review.

Record the Decision

Approver / date / wave decision

Support and alternative contact route

Exception log location / unresolved items / next update

Acceptance owner / billing reviewer / next review

Planning tool, not legal advice. No guaranteed port time, uninterrupted service, compatibility, coverage, saving or contract outcome. Confirm account facts. Keep passwords, recovery codes and activation credentials outside shared records.

Source basis: Ofcom switching guidance; Apple device unlock and eSIM setup; Vodafone PAC guidance. Checked 12 October 2026. Read the complete checklist and verification matrix.